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Substitute for form 1449A/PTO				Complete if Known		
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (use as many sheets as necessary) JUL 05 2007 PATENT & TRADEMARK OFFICE				Application Number	10/567,810	
				Filing Date	09-Feb-2006	
				First Named Inventor	Oren PEREG, et al	
				Art Unit		
				Examiner Name		
1 of 1				Attorney Docket Number	N0427.70003US00	
<b>U.S. PATENT DOCUMENTS</b>						
Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
	1	<del>US-2004/016113</del>	8-19-2004	ELAZAR et al	20040161133	
	2	US-6,570,608	5-27-2003	TSERNG		
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<b>FOREIGN PATENT DOCUMENTS</b>						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Documents Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
	17	WO 00/73996	12-7-2000	Glebe Systems Pty Ltd		
Signature				/Daniel Abebe/ (12/12/2008)		Considered

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

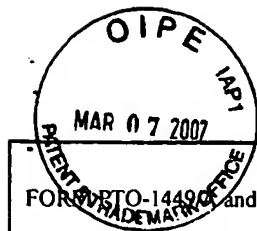
<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached.

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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /D.A./



FORM PTO-1449 and B (modified PTO/SB/08) <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				APPLICATION NO.: 10/567,810		ATTY. DOCKET NO.: N0427.70003US00	
				FILING DATE: February 9, 2006		CONFIRMATION NO.: 7166	
				APPLICANT: Pereg, et al.			
				GROUP ART UNIT: 2615		EXAMINER: Not Yet Assigned	
Sheet	1	of	2				

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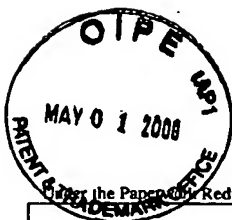
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Examiner's Initials #	Cite No	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	Translation (Y/N)
		CHEN, et al.; A Data-Warehouse/OLAP Framework for Scalable Telecommunication Tandem Traffic Analysis; HP Labs; qchen.mhsu.dayal@hpl.hp.com.	
		SERTAINTY™ Automated Quality Monitoring; ©2003 SER Solutions, Inc. <a href="http://www.ser.com">www.ser.com</a>	
		SERTAINTY™ Agent Performance Optimization; ©2005 SER Solutions, Inc. <a href="http://www.ser.com">www.ser.com</a>	
		LAWRENCE P. MARK; Sertainty™ Automated Quality Assurance; ©2003-2005 SER Solutions, Inc.	
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		CHAUDHARI, et al.; Very Large Population Text-Independent Speaker Identification using Transformation Enhanced Multi-Grained Models; IBM T.J. Watson Research Center. October 2000.	
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PTO/SB/08a (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

**Complete if Known**

Application Number	10/567810
Filing Date	February 9, 2006
First Named Inventor	Oren PEREG et al.
Art Unit	N/A
Examiner Name	N/A
Attorney Docket Number	N0427.70003US00

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Examiner Initials*	Cite No. 1	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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